ARCADE OPERATOR'S GUIDE

Santa Cruz
Seaside Company

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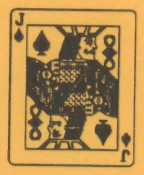


SANTA CRUZ SEASIDE COMPANY

ARCADE OPERATOR'S GUIDE

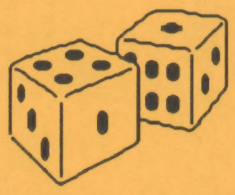
A word about this guide.....

The Arcade Guide is one of your most important aids in learning how to be an efficient, well-trained Arcade Operator.

This is your textbook! The technical nature of each subject presented will require careful thought and study. We trust you will read your Arcade Guide carefully.

We will help you in every way, through instruction and supervision of your work, but this is a two-way proposition. In addition to accepting training and direction, we want you to ask questions whenever something is not clear to you.

We know you will enjoy your work.



Santa Cruz Seaside Company
Arcade and Games Department

Statement of Purpose
"TO PROVIDE OUR GUEST WITH COURTEOUS AND FRIENDLY SERVICE WHILE THEY ENJOY PLAYING WELL MAINTAINED MACHINES IN A CLEAN AND SAFE ENVIRONMENT."

TO OUR GUEST YOU ARE THE BOARDWALK

How you treat them is the impression they will leave with and share with their friends.

Listed below are the primary expectations we have of you:

- ✔ Treat your fellow Employees as you would your Guest, with courtesy.
- ✔ Be on time when reporting to work and returning from breaks and meals.
- ✔ Be attentive to the needs of your Guest and your fellow Employees.
- ✔ Wear you uniform correctly and proudly.
- ✔ By being constantly and independently on the move you provide better service for your Guest and prevent problems.
- ✔ Please do not talk to, or otherwise interfere with, the work of other Employees while you're on break, during meals or off duty.
- ✔ Giving free games to anyone (except to solve customer service problems) is the same as giving away money and is considered theft.
- ✔ Employees of the Boardwalk and its Concessionaires may not play games while they are on duty or in uniform.
- ✔ Eating food may be done only on your breaks and in the appropriate areas.
- ✔ You may discreetly drink beverages while you're working. Drinks should stay out of sight of Guest and not interfere with your duties.
- ✔ If the need arises for you to leave your assigned work area ask permission of the Supervisor on duty before doing so.

Preforming your job within these guidelines will make you a successful Arcade Operator and Employee of the Santa Cruz Seaside Company. Not Preforming within these guidelines will result in the appropriate disciplinary action.

CASH HANDLING

Since you will be handling our Guest's hard earned money, we've prepared some notes for you, to make you more efficient at your job. There are many things to learn. Someone will guide you through your training period. If you follow the guide and exercise your natural common sense, you will find that you will catch on to this new adventure quite easily.

You probably have not had previous experience in handling money for other people. Don't let this worry you. We actually prefer that you be inexperienced at cash handling in order that you learn our way of doing business. Because you will be handling cash, you perform a particularly unique role:

- An outgoing and friendly personality is vitally important.
- Also, you will be handling the Guest's money and everyone expects a friendly smile when he/she is parting with his/her hard earned cash.

Before you begin working as an Arcade Operator, we want to be sure you have read and understand the Santa Cruz Seaside Company Cash Handling Guide. If you have not read this guide or still have questions on cash handling, please contact your Supervisor right away. We **do** expect you to know all the proper Boardwalk procedures for handling cash, as well as all of the rules within the Cash Handling Guide. Throughout this guide we are going to carefully explain your duties and responsibilities in caring and maintaining this **FUN** attraction.

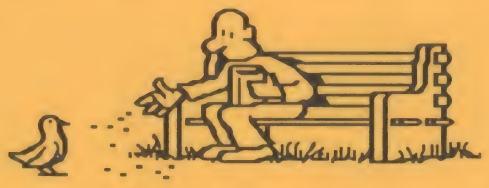
To aid you in understanding your job, let's begin by outlining our **FIVE POINT PROGRAM** as it pertains to the **ARCADES**.

SAFETY, COURTESY, CAPACITY, APPEARANCE AND PRESENTATION

SAFETY

Safety is engineered into the Arcade. For example, the machines are designed for player enjoyment and safety. Although safety is in the Arcade's design through engineering, the human factor is still present. It is the thing that you have to watch. Safety, at the Santa Cruz Seaside Company, is everyone's responsibility. You are required to read and understand the Safety Supplement which you received during your orientation. If you have not received one of these Safety Supplements, please contact your Supervisor.

1. Make sure that unused standing stools are out of the way of Guests. Put unused stools in front of machines (or under pinball games) to keep them out of the flow of traffic.
2. Do not permit Guests to sit or bang on the machine glass.
3. Watch for spilled food, drink and trash left on machines. A waste can is provided for trash. If a Guest leaves trash on the machine or floor, dispose of it quickly for him or her. (In your storeroom area, you will find mops for mopping up liquid spills).
4. Know the location and proper use of the fire extinguishers. Be sure your Supervisor trains you on the proper use of all fire extinguishers. If you have not attended the SCSC Fire Extinguisher training class, please contact your Supervisor about attending this class.
5. Constantly and independently roam the Arcades to maintain security, provide change, and keep the Arcade clean.



COURTESY

Courtesy is of the utmost importance. It is our way of treating our Guests in a sincere, thoughtful and friendly manner. Always make change with a smile and use a nice friendly phrase to greet Guests! Treat each Guest as a special person and on a one-to-one basis. Chat with the Guests, as time permits, be sure to not prolong such conversations and ignore other Guests. Pay special attention to all our Guests and do not permit a rush period to cause a courtesy slump. Gladly answer all questions in a helpful and friendly manner. If a Guest has a problem or complaint, handle it in a very polite and tactful manner.

REMEMBER:
- ✔ DO NOT STAND AROUND AND WASTE TIME.
- ✔ DO NOT CHAT WITH OTHER EMPLOYEES WHILE ON DUTY.
- ✔ LOOK ALIVE!

CAPACITY

Seeing to the Guest's needs, keeping the Arcade clean and writing up non-functioning machines are all of vital importance. Every machine not operating not only hurts the Arcade income, but when Guest's see too many machines not working, they get a feeling that most machines do not work; hence, they are shy about playing other machines that are available. We want everything to be right for our Guests, so helping with their problems will make their day more enjoyable. Never hesitate to explain how a game works to someone who is having trouble with a particular machine.

CLEANLINESS

Cleanliness is a must for good game play in the Arcade. Continually pick up litter, papers, spilled popcorn, etc. If a Guest spills something on a machine or the floor, wipe it up immediately. If a Guest has finished with their soda cup or popcorn box, offer to dispose of it for them before they leave it on a machine or drop it on the floor.

Use spare moments to constantly wipe off the machines, polish the glass, dust the tops of the machines and generally tidy up the Arcade. Cleanliness is contagious. Remember, if you keep the Arcade looking clean and neat, Guests will be more inclined to help you keep it that way. A clean, bright Arcade will encourage more game play from our Guests.

PRESENTATION

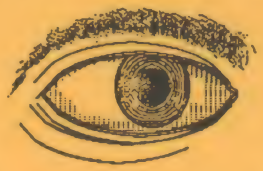
The whole idea behind the Arcade is that it is a fun place for Guests to enjoy. You are vitally important to the maintenance of a proper **FUN** atmosphere. We trust that you will take pride in the Arcade and that it will represent our wholesome Boardwalk atmosphere.

- ✔ A favorable first rate impression is always provided by a warm friendly smile!
- ✔ Share the Guest's enthusiasm and show your interest by giving encouragement and offer praise. Enjoy the Guest's good time along with them. A pleasant attitude is essential for the enjoyment of each one our Guests.
- ✔ Personal appearance is just as important as performance. Make sure your uniform and personal grooming meets Boardwalk standards.

DOING YOUR BEST

Please remember that when you took this job, we understood that you would do your very best to perform it properly. We expect you to give your work a little extra effort. That means giving a serious effort towards learning everything about your job. While doing your best for the Boardwalk we want you to do your best for our Guests.

That extra courtesy.....that extra friendliness.....makes the day more pleasant for the Guest. You'll find that giving that extra little effort makes your work more fun for you, as well.



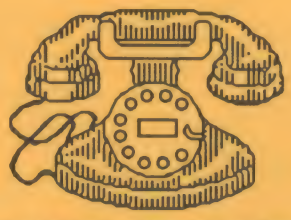
EYES FOR THE GUEST

We know that you enjoy company, but it will be up to you to prevent friends, family, Guests or Employees from loitering around the Arcade. It is against company rules to allow any unauthorized person in store rooms or company work areas.

THE ARCADES

There are four Arcades along the Walk that are open when the park is in operation. The main Casino Arcade operates 364 days a year. It is closed only on Christmas Day.

1. The Casino Arcade is the largest of the Boardwalk's four (4) Arcades. It is frequently referred to as the **MAIN ARCADE**.
2. The Pirate's Den Arcade is located near Walkway 2. It is frequently referred to as **PIRATE'S DEN** it includes the operation of the Remote-A-Boats located across from the Arcade.
3. Near the lower end of the Boardwalk, next to Marini's Munchies, is the Funland Arcade. It is called **FUNLAND**.
4. Neptune's Kingdom houses three members of the Arcade and Games Department: The Smugglers Arcade, Buccaneer Bay Miniature Golf Course, and the Captain's Game Deck.



TELEPHONE PROCEDURES

Throughout the Santa Cruz Seaside Company, we have a system of communication telephones. These phones are to be used when an Employee needs immediate assistance or information (i.e. maintenance assistance, first aid emergency, Etc.). The phones are not to be used for personal calls between Employees. Company phones function basically the same as a regular phone, except that company phones are only for communication inside the Santa Cruz Seaside Company.

PHONE USE

- ✔ To use a company phone, first lift the receiver, listen for a dial tone and dial the number you desire. If the phone is busy, hang up and try again after a minute. When the line is clear, dial the number needed.

  NOTE: All SCSC phone numbers require a "2" to be dialed before the extension number. If the number you wish to dial is only three digits, then a "2" is required. If your number is four digits, beginning with the number "2", then dial the number as listed.

- ✔ When the party you are calling answers, they will identify themselves and their station. You will also identify yourself and your station.
- ✔ Carefully explain your situation. If something is in need of repair, say exactly what appears to be wrong. The more information you can give, the better assistance you will receive.
- ✔ Make your call complete, but brief. Do not tie up the phone lines with unnecessary conversation.
- ✔ If you are called, follow the same basic procedure as outlined above. Answer by identifying both your station and your name:

"Casino Arcade. This is Mary."

✔ Do not hang up until the caller has finished his conversation **AND** replaced the receiver. The caller should always hang up first. This is done to prevent cutting off the caller before he or she has finished their conversation.

✔ If you are assigned to work at a ride or station that does not have a phone, be sure your Supervisor trains you on the location of the nearest phone and the best way to communicate with the Operations Office, in the event of an emergency.

Employees will need to remember these basic numbers:

01 **Mechanic** Give your name, location, and a brief description of the problem. Let them know if your situation is an emergency. Then, call your Supervisor immediately.

01 **Security** Give your name and location. Give a brief (non-emergency situations) description of the problem, stay on the line until you're told to hang up, then call your Supervisor. (Lost children, panhandlers, passive drunks are a few examples of non-emergency situations).

02 **Lost and Found** Give you name and location. State the description of the item and when it will be turned into Operations.

02 **Operations Office** Guest Relations or cash problems.

611 **Emergencies** Give your name and location. Give as many details as possible. Stay on the line until you're told to hang up.

To page your Supervisor: or the Rover in Neptune's Kingdom.

When dialing, dial all four digits. Begin speaking when the ringing stops and you hear a single beep. You have 20 seconds to deliver your message. The pager will disengage after 20 seconds. Error tones (beeping) will occur when the 20 second time limit has expired.

Your message must provide as much information as possible so as to explain your problem completely. **DO NOT** "just give your name and extension number." Explain the nature of your problem. If your problem will require a "call back" by the "paged" party, then you may be brief with your page.

NOTE: To allow you to quickly locate your Supervisor, you should always be aware of your Supervisor's pager number for the day.

A FRIENDLY REMINDER

The phones are a very important communication link throughout the Santa Cruz Seaside Company. They should be utilized only when needed; their proper use is very important. Good communication is a vital link in an efficient operation.

MACHINE COMPLAINTS

When a Guest complains that a machine doesn't work, **check it out.**

1. First, check to see if the machine is out of order or "taped" off.
2. Check to see if the machine is unplugged.
3. Check to make sure that the proper amount of money was deposited.
4. Next, push the **Start** button.
5. Check the coin/token mechanism to make sure nothing is stuck in it. Then drop a coin/token through the coin/token mechanism.
6. If one coin/token mechanism doesn't work, check the others. Only tape up what doesn't work.
7. Do not use your finger on coin/token switches. Some have **110 VOLT AC** contacts which may injure you if you do.
8. If the game still does not work, give the Guest their money's worth on another game, but only up to the value they lost. **NEVER GIVE A CASH REFUND.** Tape up the game and put an out-of-order sign on it.
9. Any time you add a credit to a game for any reason, whether to test it or to give a Guest a game, you must record it on the **Credit Given Report** (for your Arcade.) You will be trained on the location and use of the report for each Arcade/work station.
10. When you tape up a game, **WRITE IT UP** using the instructions outlined under the **MACHINE OUT OF ORDER** section of this guide.
11. **BE AWARE THAT ALL GAMES HAVE THE POTENTIAL TO GIVE AN ELECTRICAL SHOCK.**
12. It is very, very important that every machine that is not functioning properly has an Out-Of-Order sign on it. You must check to make sure the signs remain on the machines. It is very frustrating for a Guest to put money in a machine and find it is not working. Do not "just tape up the coin/token slot;" make sure each Out-Of-Order machine has a sign.

Note: Our philosophy on refunds is that we do not give refunds. The reason for this is due to the fact that we have no way of verifying that money has been placed into or accepted by a machine. Most Guests will accept this policy and have no difficulty in accepting free play on another machine. If a Guest does complain about the policy, you may explain our reasons for giving free play on another game rather than cash refunds. If the Guest is still upset, contact your Supervisor immediately.

ADDITIONAL ARCADE TIPS

1. Never remove the glass from a game as this could cause it to break. If balls get stuck, put the machine out of service and write up the problem. If for some other reason glass should break, send someone to call the Arcade Technicians or page your Supervisor. Please **DO NOT LEAVE THE GAME UNATTENDED** - someone could get hurt. If you have been so trained, you can move a game into the Arcade Repair Shop and write up the machine for repairs.
2. Partial power failures (called brown outs) can cause problems with some games. Several Guests will have lost the games they were playing when the power went out. Please offer them another game of equal value. **WE DO NOT GIVE CASH REFUNDS.**
3. When working on a machine, please keep hold of your keys. Also, **DO NOT PUSH** any of the buttons inside the machine door. It will not help clear a game.
4. Except as stated above, no plays are to be given away. **This includes friends and relatives!** (Such conduct would be considered dishonesty and would be dealt with accordingly).
5. If a Guest's report of a game malfunction needs to be verified, turn on the game and let them show you what it is doing wrong. Do not play a game yourself.
6. Boarwalk Employees (including Concessionaires) are not allowed to play any games in ANY Arcade while in uniform or on the clock. This rule applies even if they are off duty or on a break. Employees are not permitted to play games even if they have turned their uniform inside out.
7. If you see a lost article or someone turns one in to you, immediately call the Operations Office to describe the lost article. On your next available break or at the end of your shift, take the lost article to the Operations Office.
8. The Arcade or Arcade store rooms are not the place for your personal belongings. All personal items should be kept in the lockers at your Check-In Station.
9. If you suspect another person of dishonesty, it is your responsibility to report suspected actions to your Supervisor. If you feel you cannot discuss such matters with your immediate superiors, you may talk directly with the Operations Manager or the Vice President of Human Resources. Your identity would be kept confidential.

Our Guests come here for entertainment. It is our job to help them, answer questions, smile, say **please** and **thank you** and do not get upset when they take a long time to decide or don't understand. We keep the facilities tidy and in good repair, so please do your part. Keep the machines clean and please mop or sweep up any broken glass or spills on the floor.

Operators should be alert for any broken doors on games, broken glass and Guests that appear suspicious; call the Operations Office immediately with a description of the situation and the exact location. The Office will notify Security.

ARCADE TERMS

In this section, we are going to outline the most frequent terms we use in this phase of our work. Perhaps you think it sounds quite simple, but we don't want you to miss something that you might not know.

COIN/TOKEN MECH: This is a short term for coin/token acceptor or coin/token mechanism on each machine where metal coin/tokens are inserted for game play.

START BUTTON: This is the button (usually located on the front of the machine) which will activate a game for play. In many cases, coin/tokens alone will not activate a machine. The START button must also be depressed to activate the game.

"TAPING UP" A GAME: This is the procedure used to prevent Guests from playing a game that is out of order. Tape is placed over the coin/token slots and an OUT-OF-ORDER sign is taped to the face of the machine.

CREDIT: The amount of games which the Guest has paid to play.

FIXING THE PLING, PLANG, VOOMF AND DING DONG!

Another responsibility that we would like to discuss is: **TROUBLE SHOOTING THE ARCADE MACHINES.**

Don't let this frighten you. You may say to yourself that you have never fixed a piece of machinery in your life and you're all thumbs when it comes to mechanical aptitude, don't despair. We will teach you all you need to know. The only thing you need is a willingness to learn. Only ten percent of the trouble shooting on the Arcade machines can and will be handled by the Arcade Operator. Most repairs or corrections will be performed by our Arcade Technicians. Troubleshooting is really a very simple matter if you follow the procedure outlined below. If you receive a complaint from a Guest saying that he or she put his money into the machine and got nothing in return, you will proceed in the following manner until positive results are achieved.

1. Check to see if the machine is already "taped up"; if the Guest has a legitimate complaint.

2. Check to see if there is power to the machine. **IS THE MACHINE LIT UP?**
If the machine is not on, check for these items:
- ✔ Check the plug to the machine to make sure it is properly plugged into one of the wall receptacles.
- ✔ Check the **OFF-ON** switch on the machine to see if it is in the **ON** position. All machines except a few "antique" machines have **OFF-ON** switches.
- ✔ If the power to the machines can not be restored, "tape up" the machine and place an **OUT OF ORDER** sign on it.

3. If the power is on and the game is lit, proceed to check the **START** button and/or credit window to see if there are any games tallied up on the machine. Push the **START** button.

4. Check to see if the Guest put enough money in the machine to activate play. Some machines require more than one quarter/token or token to play.
- ✔ Many of the pinball games will mark (tally) up games when coin/tokens are inserted into the coin/token acceptor, but will fail to activate the game until the **START BUTTON** is pushed. Some Guests may forget to push the **START** button and so you will have to do it for them in order to activate the game. This is a very frequent occurrence!

5. Determine what type of coin/token the Guest put into the machine.
- ✔ Many times a coin/token will be rejected by the coin/token acceptor and will be returned to the coin/token return without the Guest knowing it. Push the coin/token return button two or three times in case a coin/token has stuck inside the coin/token acceptor. Many times the problem may be no more than just the wrong denomination of coin/token in the coin/token slot. A quarter/token slot will not accept dimes or nickels, **ONLY** quarter/tokens. A token acceptor will not accept quarters or other coins.

6. If the above steps have failed to solve the problem, then take the following steps:
a. Open the machine door and direct your attention to the coin/token acceptor giving the trouble.

b. In two parts, open the coin/token acceptor by first pulling out point the magnet then by pulling out the width and thickness checker (both parts are hinged). This will help you locate any coin/tokens that may have stuck in the mechanism.

PART A: is the first section of the coin/token mechanism. It is the magnet. As the coin/token passes by, the magnet determines whether or not the coin/token is real.

PART B: is the section which determines the width and thickness of the coin/token.

PART C: is the trip switch which activates the machine if the coin/token is good.

c. If the coin/token acceptor appears to be clear, run a coin/token through the coin/token slot. Follow the path of the coin/token through the entire mechanism. There is always a possible chance that a coin/token can jam up in the chute between the coin/token slot and the coin/token acceptors; watch for it. Check to see if a **CREDIT** was registered.

d. If the machine still fails to activate, put the machine **OUT OF ORDER** as described in the following pages.

Each coin/token acceptor is designed to accept a certain type of U.S. coin/token, whether it be a nickel, dime or quarter/token or tokens in Neptune's Kingdom games. Anything other than the proper coin/token (foreign coin/tokens and "slugs" are no exception) will either be rejected or will jam inside the acceptor. coin/tokens may jam inside a coin/token acceptor for several reasons: wrong denomination of coin/token, paper wads jammed into coin/token chute or improper adjustment on adjustment screw (this would require the attention of one of our Arcade Technicians).

SLIDE-TYPE COIN/TOKEN ACCEPTOR

Another type of coin/token acceptor you will encounter is the slide-type coin/token acceptor. Unlike the acceptor previously discussed which accepts coin/tokens based on coin/token diameter and its metallic qualities, this type acceptor accepts coin/tokens based on thickness as well as overall diameter. Anything other than the proper coin/token will not be accepted. If the coin/token of greater thickness is forced by a player, the coin/token acceptor will jam more tightly than other coin/token mechanisms. If a problem occurs with tokens, please explain tokens may be used only in Neptune's Kingdom.

It has been found that a Guest will occasionally insert a wrong size coin/token into an acceptor which has been designed for a particular denomination (i.e. pennies into nickel slot.) They do this hoping to activate the game. Due to the smaller diameter of the coin/token, the coin/token will not activate the game and the coin/token(s) will not be returned to the player.

Like all other games, occasions do arise when a coin/token will be inserted into the machine and no game is given in return. If such a complaint is registered concerning a game with one of these acceptors, check the acceptor carefully to make sure the chute slides properly and that no odd-ball coin/tokens are stuck in the chute. If the acceptor appears to be clear, the machine may be activated in the following manner:

First, press together the contacts at switch "A". Then check to make sure that the contacts of switch "B" are closed to activate the game. After all previous steps have been taken the game should be activated. If nothing happens, put the game out of order, following the procedure prescribed in the upcoming pages.

COINS AND TOKENS

Guests may have some confusion about the use of tokens and quarter/tokens. Please be sure you understand and follow these simple procedures:

- ✔ Quarters and other U.S. coins are used in the machines in the Casino, Funland, and Pirate's Den Arcades. These machines will not accept tokens.
- ✔ The special "Doubloon" tokens sold in Neptune's Kingdom are for use in the Smuggler's Arcade and Captain's Game Deck. These machines will not accept quarters or other coins.
- ✔ Politely inform Guests which coin/tokens work in your location.
- ✔ Tokens are not refundable for cash (coins or bills).

OUT-OF-ORDER MACHINES

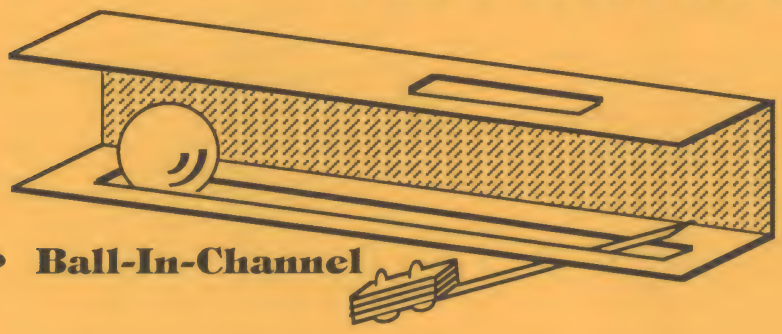
("Taping Off" Machines)

Make sure you have followed ALL the steps listed in "Troubleshooting of Machines" before placing a machine "out of order". When you have determined that a machine is inoperative and must be deactivated, do the following:

1. Place ONE (1) strip of tape on **EACH** coin/token machine slot to prohibit insertion of coin/tokens into the machine.
2. If possible, locate the **OFF/ON** switch of machine and turn the machine **OFF**.
3. Write up a report on the sheet or card provided, indicating the problem to be corrected. Be as descriptive as possible in your write-up to aid the Arcade Technicians in the location of the problem. Place your report on the clipboard provided for out-of-order machines or in the mail slot in the Arcade Shop door.
4. Put an **OUT OF ORDER** sign on the machine using the tape on the back of the sign. Remember that if you tape up a machine, write it up.

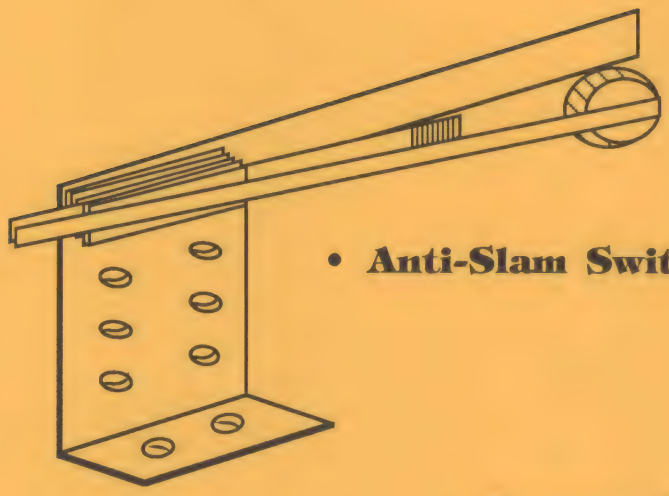
It is generally a wise practice to wrap a few pieces of "out of order" tape around your pen. This way you will have the tape ready to attach to a machine when one breaks down. Avoid the risk of someone else putting money into a broken machine and save many unnecessary steps by having the tape handy...ready to use. Remember, the TAPE is very expensive, so please save any usable strips of tape and reuse them whenever possible.

TILT DEVICES



- **Ball-In-Channel**

- **Plumb-bob**



- **Anti-Slam Switch**

- **Bounce Switch**

Original Hand Drawings by
Warren Weitzel
Computer Drafting by
Ian Mindling

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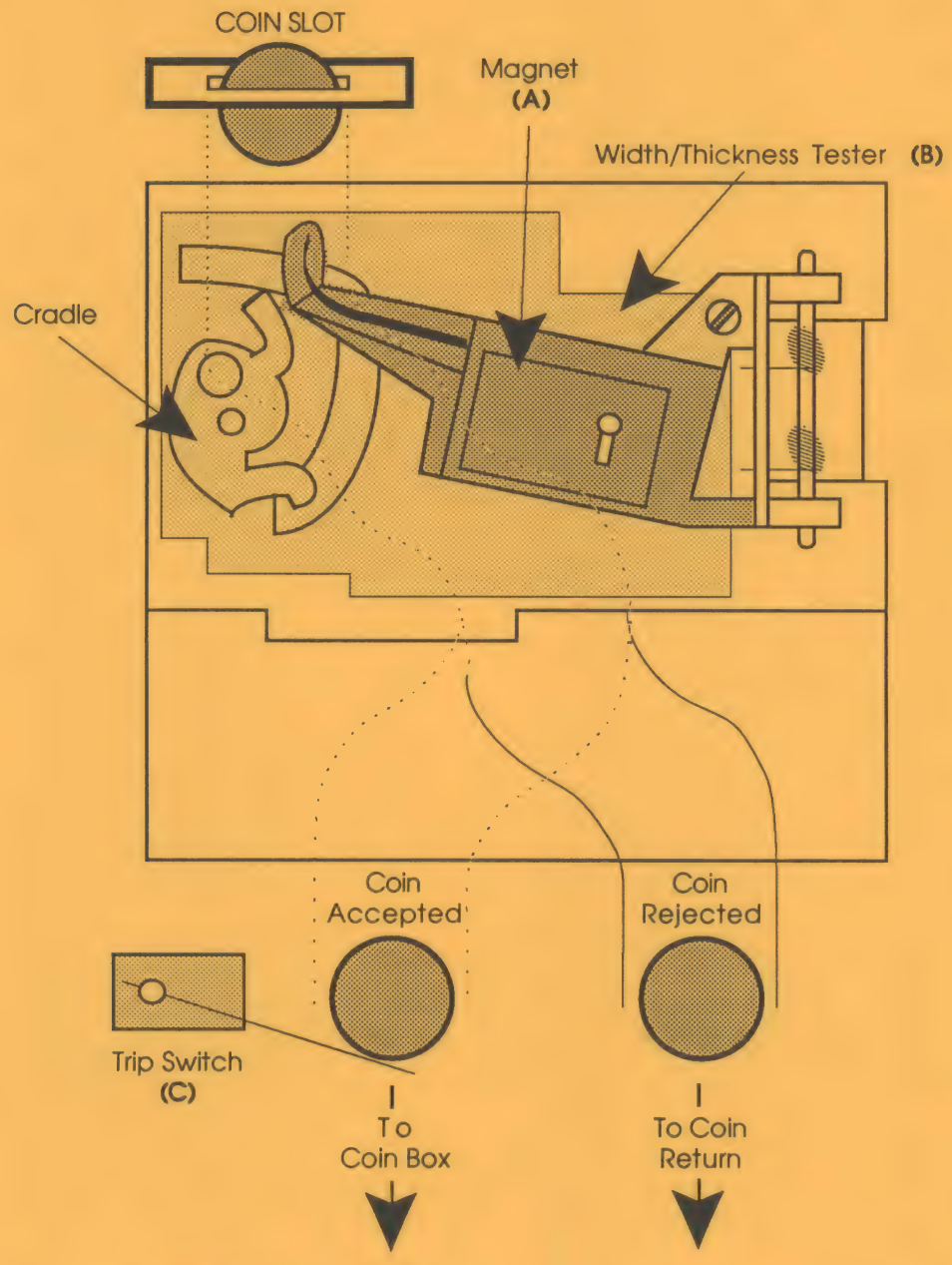
COIN ACCEPTOR



Original Hand Drawings by
Warren Weltzel
Computer Drafting by
Ian Mindling

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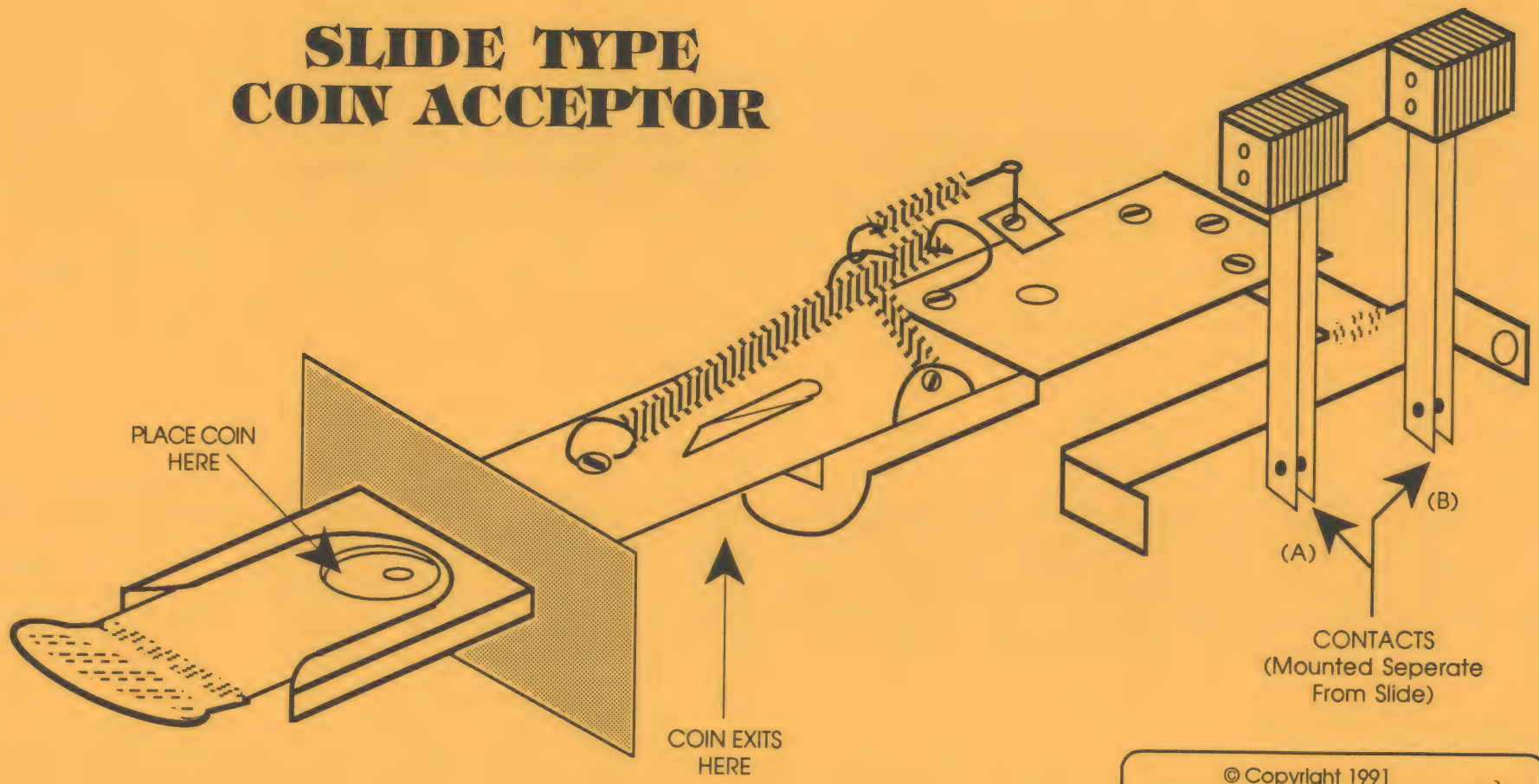
SLIDE TYPE COIN ACCEPTOR



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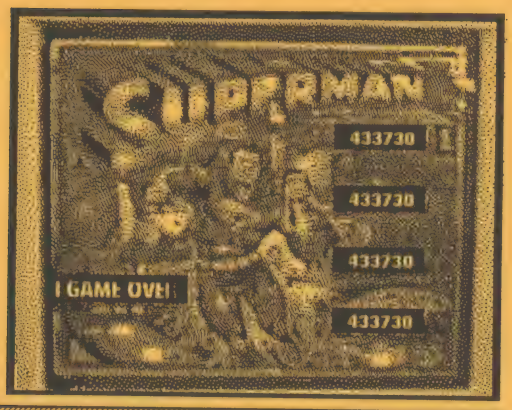
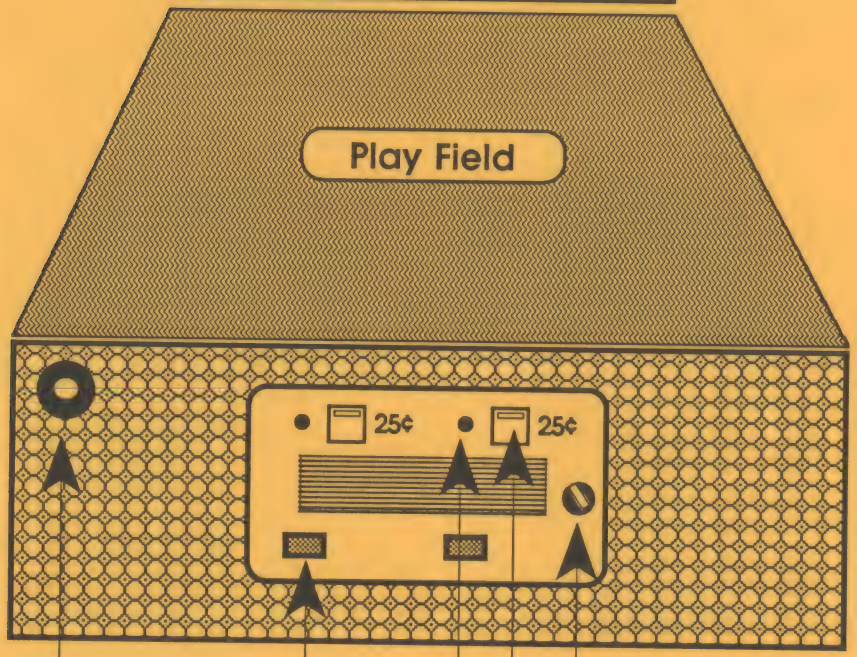
Original Hand Drawings by
Warren Weitzel
Computer Drafting by
Ian Mindling

Pinball Machine

Backboard / Lightbox

- Scores
- Number of Credits
- Tilt Indicator
- Number of Players





GAME START BUTTON

COIN RETURN SLOT

COIN RETURN BUTTON

COIN BOX KEY LOCK

COIN SLOT

Original Hand Drawings by
Warren Weitzel
Computer Drafting by
Ian Mindling

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REPORT SHEETS

The Arcade Operator should write up **ANY** machine that is operative BUT has minor troublesome areas such as: burnt out lights, sticky coin/token acceptor, coin/token box door hard to close, etc. The report sheets are there to help you and the Arcade Technicians keep the machines in PROPER working order. **WRITTEN INSTRUCTIONS ARE 100% BETTER THAN VERBAL INSTRUCTIONS WHEN IT COMES TO ARCADE MAINTENANCE. WRITE IT DOWN. GET IT REPAIRED!**

Whenever a machine breaks down, it is absolutely mandatory that a card or sheet is filled out and is placed on the "repairs" clipboard or in the Arcade Shop. As repairs are made, **ALL INFORMATION** must be recorded on the repair sheet.

TESTING, TILTING AND RESETTING

On occasions during the performance of your job, you may have a Guest complain about the non-performance of a game. You will find it necessary to test, tilt and/or reset any one of the pin-ball or other games. You have already learned how to troubleshoot the games, but now let's go one step further.

Let's say you have surveyed the game and can not find anything wrong...everything appears to be working fine. The Guest only put a quarter/token into the machine which would entitle him to one (1) game, but, in your testing, you hit the quarter/token (25¢) coin/token acceptor switch one or two times and you run several replays. These extra replays or credits must be removed before play can be continued. You should push the START button until credits are all activated, turn the machine off then on... then you may start another game for the Guest.

COMMON PROBLEMS AND HOW TO HANDLE THEM

The Arcades are a popular places for all, both young and old. However, certain age groups consistently maintain a large share of the business. This is basically the 4 to 25 year old age group. Many of them frequent the Arcade daily and many of them are responsible for a major portion of the trouble which you will encounter. Beware of the following situations:

- Occasionally people will complain that their machine did not activate after putting their money into it. This could well be true, but some have been known to say this "just to get free games". If in doubt as to the morality of this type of situation, give a free game the first time, but beware of the "repeaters". Slugs, foreign coin/tokens and other types of foreign matter may cause the game to act in a non operating manner...so survey the situation thoroughly before making a decision.

- Machines placed out-of-order rarely retain their out-of-order tape for long periods of time. Guests will quite commonly make it a practice to remove the tape and place it on other machines or discard it completely. Then, to top it off, they will say they inserted their money into the machine and did not get a game. If they are tricky enough, they will get a refund from you. Don't be a victim of this scheme.

  NOTE: Never give a cash refund to any Guest. In any discrepancy when the game is found to be working, give a free game instead. If you are sure the Guest involved is bluffing, you may ask them to leave the Arcade. If you have further troubles, contact Security.

- Beware of **the Pest**. Yes, they do exist, whether they be the young adult out for a good time or the Guest who had a little too much beer. Handle yourself appropriately and call for assistance from Security if trouble persists.

- Do not allow any Guest, regardless of age, to distract your attention from your regular duties for a long period of time. Sometimes, groups will divide themselves on opposite sides of the Arcade. They will get you to examine a machine on one side of the room while the other half of the group will be causing trouble on the other side. Stay on the move so you can be fully aware of the goings-on in the entire Arcade. Also, be aware of the possibility of someone reaching into the cash booth through the window and grabbing onto anything tangible while your back is turned.

- Our pin-ball machines receive the greatest amount of abuse. Keep a sharp eye out in this area of the Arcade. Quite often, Guests think replays can be obtained if the cash box door or the colored glass on the light box is struck in a certain manner. Occasions will arise when the player of the pin-balls (or some of the larger games) will deliberately turn off, tilt or even unplug the machine in the middle of the game, then they will act as though it was the fault of the machine. Give a free game if it warrants, but keep on the look-out for this type of conduct.

- The following are comments from an experienced Arcade Operator. These comments sum up, quite well, how to handle the regular trouble makers who frequent the Arcade.

  "What I did was to treat the regulars as equals. I kept an ear open to their conversations among themselves (only when I wasn't busy) to learn their names. Once I knew their names I made it a point of greeting them with a smile (i.e., 'Hi, Jason, Butch, how's it going??') and if there was no one else in the Arcade (often the regulars were the only one's there) I would occasionally chat with them for a few minutes while I was cleaning machines or sweeping the floor. I treated them as friends and soon they reciprocated. They didn't bother me as much about "lost coin/tokens" and just accepted my 'NO' with a lot less hassle. Twice I overheard them telling other kids not to pull a "lost coin/token" or a "tilt" trick on me..."

  ...Beware of unusual noises like prolonged laughter from "young" Guests or machine noises out of the ordinary. If they persist, keep your eyes open for trouble.

IMPORTANT POINTS

(Or General Survival of the Arcade Operator)

1. Carry some tape attached to your pen to have it readily available if a machine breaks down.
2. Never, never leave money unattended at any time, even inside the change booth. It makes for a very poor security risk.
3. Keep on the move. Walking around the Arcade constantly not only is better for security sake, but you'll also find you'll avoid sore feet, legs and back. It's true, so keep the blood circulating.
4. Guests are not permitted to 'Sell' their replays to other Guests. Often times Guests will run up replays on a game and then proceed to sell their replays to another person. This is prohibited at the Boardwalk. Reason: We have to buy a city license and pay fees to operate Arcade games, so it is against the law for someone else to sell games without a proper license.
5. If a time ever arises that you smell smoke infiltrating the Arcade and suspect it is coming from one of the machines, locate the machine as quickly as possible, unplug it and report the problem immediately.
6. Brooms, mops and buckets are provided in the back (store) room for cleaning up large messes, within the Casino Arcade floor area. There is also a balloon pole to use to retrieve balloons from the ceiling.
7. Never leave keys unattended or hanging loose in the coin/token door of a machine. Keys should be on your belt at all times, except when you're on a break.
8. Always remember to log **"coin trips"** on your meter reading sheet.
9. The Santa Cruz Seaside Company Cash Handling Guide will provide you with basic information about handling money within the Santa Cruz Seaside Company. If you have not read the Cash Handling Guide, be sure to obtain a copy from your Supervisor.
10. Be sure your Supervisor trains you on the location of the nearest telephone. In the event of an emergency, call the Operations Office (**611**) and then contact your Supervisor.
11. Fire extinguishers are located throughout the Boardwalk. You must learn the location of all fire extinguishers. Be sure your Supervisor or Supervisor trains you on the correct procedure for operating a fire extinguisher. All Employees are required to attend SCSC Fire Extinguisher Training classes. If you have not attended this class, please contact your Supervisor.
12. If a Guest needs First Aid, you should refer them to the First Aid Office on Walkway 2. If the situation is serious, call the Operations Office (**611**).
13. California Civil Code Sections 54.1 and 54.2 grant people accompanied by Guide, Signal and Service dogs full and equal access to all public facilities including restaurants, hotels, shopping centers and amusement parks. (Guide dogs assist blind people with mobility; Signal dogs assist the deaf and hearing impaired with sound awareness and service dogs assist the physically disabled.) Despite the health and safety code prohibition on animals or pets on the premises of Food Service establishments, Guide, Signal and Service dogs are specifically excepted under section 27610 (B). No other pets or animals are permitted on the Boardwalk.
14. You are required to read and understand the Safety Supplement which you received during your company Orientation. If you have not read or did not receive the Safety Supplement, be sure to obtain a copy from your Lead, Supervisor or the Safety and Training Department.

THE BOARDWALK ARCADE OPERATOR

There are many outstanding traits that a Boardwalk Arcade Operator must possess; too many to mention at one time, but here are a few of the important ones: An Arcade Operator is always.....

FRIENDLY.....to all persons, Guests and other Employees. Friendliness is second nature.

COURTEOUS.....like all of our personnel, the Arcade Operator is courteous to all Guests, even if the other person does not return the same courtesy.

NEAT AND ACCURATE.....is neat and orderly in work habits and legible when working with numbers and figures.

PRACTICES FIRM POLITENESS.....when the situation arises that requires firmness, such as enforcing a Boardwalk policy. An Arcade Operator politely, but firmly, follows the established policies and procedures of the Walk.

CREATIVE.....able to think on his/her own and to adjust to unique and changing situations. Insight to new problems.

EFFICIENT.....works with speed and accuracy.

HONEST...handles large amounts of company money and expensive company equipment. Honesty is an important watch-word.

HAS A SENSE OF HUMOR.....able to laugh when the situation warrants. But, never, never laughs **at** a Guest or other Employees.....always **with** the person.

HAS A GOOD MEMORY.....and the ability to grasp instruction quickly.

In addition to all the good traits of an Operator, he/she must always remember, practice and be interested in what is best for the Boardwalk and our Guests.

CHANGE MACHINES

To best serve our Guests in the use of our change machines, we have developed a few simple procedures to follow.

1. If you see the yellow trouble light lit on a machine, call Cash Control (extension **2351**). Let Cash Control know the location of change machine which is empty or **out of order**. If you are unable to contact Cash Control, call the Operations Office (**02**). A change machine is as important as any Arcade game and must be filled or repaired immediately.

2. If a Guest claims that they did not receive the correct amount of tokens/quarters for their money:
   a. Run a crisp bill (of the same denomination as the Guest's) through the bill acceptor.
   b. Count the tokens/quarters you receive to see if it is dispensing the correct amount.

c. If you received extra tokens/quarters, in the amount the Guest claims to have been shorted, you may give the excess tokens/quarters to the Guest. The Guest's tokens/quarters merely were stuck in the chute and were dispensed along with your tokens/quarters. There is no need to call Cash Control at this point, unless this is a recurring problem.

d. If you receive the correct amount of tokens/quarters, inform the Guest that the machine is working properly.

e. If you received no tokens/quarters at all, place the machine **out of order** as you would any game. Call Cash Control to inform them of the location of change machine which is **out of order** and to let them know the circumstances.

f. Since it is possible that someone else may have used the machine between the time the Guest did and the time you ran a bill through, you are authorized to give up to $1 worth of **credits** on games, to cover the Guest's loss. **Never give a cash refund.**

g. It may be necessary to fill out an Over/Short Form if:
   - ✔ The amount the Guest claims to have lost more than $1.00.
   - ✔ If the Guest insists on a cash refund.
   - ✔ If no tokens/quarters were dispensed for the bill you ran through the machine. Call your Supervisor for assistance.

If at any point you are uncertain of the proper steps to take or you feel that the Guest is trying to deceive you, page your Supervisor for assistance.

GUEST STORAGE LOCKERS

1. At opening, check the lockers nearest your work station. All keys should turn slightly clockwise with the locker door shut, and should not turn at all with the door open. Write down numbers of all lockers that are still locked from the night before. Turn this list in to your Supervisor.

2. Clean lockers inside and out. Any items found in a locker should be turned in to the Operations Office or your Supervisor.

3. If a Guest has a locker problem, politely determine if they have followed the locker instructions properly. *You will need to read the Guest Locker Guide to be completely familiar with the operation of the Guest lockers.*

4. You will need to page the Arcade Supervisor to deal with any locker service that requires removal of the coin mechanism (jammed coins), issuing of locker credits, or --if absolutely necessary, a refund. Never hit the mechanism or try to force jammed coins through the mechanism, and never give a refund from your cash drawer, unless instructed to do so by your Supervisor or manager.

5. If a Guest has lost a locker key, direct them to the Operations Office on Walkway 2. Inform them that they will be required to pay a lost key fee.

EVACUATION PROCEDURES

Pirate's Den

- Tell Guests to exit on beach side of Arcade.
- Lock apron in DA Box (Do not close money.)
- Keep all keys with you.
- Turn off all blue and yellow circuit breakers.
- Escort remaining Guests out of the building.
- Close glass doors at front of Arcade.
- Flip over closed sign at front entrance.
- Report to the Command Post to receive further instructions. Your Supervisor will train you on Command Post locations.

Funland

- Lock the glass doors on Studio-By-The-Bay side of Arcade.
- Tell Guests to exit on Marini's side of Arcade.
- Lock apron in DA Box (Do not close money).
- Keep all keys with you.
- Turn off all blue and yellow circuit breakers.
- Close all windows.
- Escort remaining Guests out of the building.
- Lock glass doors on Marini's side of Arcade.
- Flip over closed signs at entrances.
- Report to the Command Post to receive further instructions. Your Supervisor will train you on Command Post locations.

Casino Operator

- Lock all doors, while directing Guests outside.
- Turn off all yellow switches
- Escort remaining Guests out streetside exits.
- Await further instructions.

Casino Cashier

- Turn off switches in booth.
- Put cash and loose change in Green Bag (do not lock bag).
- Lock all money in DA Box.
- Keep all keys with you.
- Assist Casino Operators with Guests.
- Await further instructions.

Rover

- Tell Guests to exit on Buccaneer Bay side of Arcade.
- Flip over closed sign at front entrance.
- Lock doors on Barbary Coast side of Arcade.
- Lock money in DA Box (Do not close money.)
- Keep all keys with you.
- Turn off all blue and yellow circuit breakers.
- Escort remaining Guests out of the building.
- Lock doors on Buccaneer Bay side of Arcade.
- Assist Golf and Game Deck Operators with Guests.
- Report to the Command Post to receive further instructions. Your Supervisor will train you on Command Post locations.

Game Deck Operator

- Lock your money in the DA Box (Do not close money.)
- Keep all keys with you.
- Direct all Guests out of the Game Deck area to the Exit on the street side of the facility.
- Turn off all appropriate circuit breakers.
- Escort remaining Guests out.
- Assist the Rover and the Buccaneer Bay Operator.
- Report to the Command Post to receive further instructions. Your Supervisor will train you on Command Post locations.

Meet in Beach lot, if the emergency requires you to leave your work station.

INFORMATION YOU NEED TO KNOW

ALCOHOL: Due to a city-wide ordinance, Guests are prohibited from possession or consumption of alcoholic beverages on the beach. Guests are permitted to purchase beer and wine from our Boardwalk food stands and consume said beverages on the Boardwalk. Guests may bring their own beer onto the Boardwalk, but Guests may not bring their own wine or other alcoholic beverages. No Glass of any kind is allowed on the Boardwalk. If you have questions or a problem, contact Security immediately.

ANIMALS: No animals or pets are allowed on the premises. (If you have any question or problems, contact Security). Yes, Seeing-eye dogs are permitted on the Walk, with their master. Wheelchair guide dogs are also permitted.

ANNOUNCEMENTS: Although we do have a background sound system, we do not make loud speaker pages or announcements for Guests.

BIKES: Guests are not permitted to have bicycles on the Walk at any time. Contact Security (dial 01) whenever you see bicycle riders on the Walk.

BIKE LOCKERS: Located in the Beach Street Parking Lot directly across the street from the Operations Office. Lockers are rented on a first-come, first-served basis for $1.00/day, $3.00/week, or $8.00/month. A $10.00 key deposit is required and will be refunded when the key is returned. Employees must show their Employee ID and sign a rental agreement when acquiring a locker.

BIKE RACKS: Bike racks are located at the entrance to Walkway 3, in the Beach Street Parking Lot (near the attendant booth) and in front of Casino Arcade and in the River Parking Lot.

CAMPERS AND R.V.'s: We do allow R.V.'s and Campers in our paid parking lots. They will pay a "premium" parking fee and they cannot leave their vehicles in the lots overnight.

CIGARETTES: Cigarettes are sold in Marini's Cigar Store, next to the Beach Deck entrance, within the Casino Arcade. Cigarettes are also available in the Sun Room, within the Cocoanut Grove Conference Facility complex.

CUTBACK: A term used to indicate a time when an Employee may be relieved of their normal duties.

DAILY MAINTENANCE REPORT: A daily safety report signed and dated by a mechanic signifying that the ride has been checked and is approved for operation. Done EVERY day of operation.

DELIVERIES: All delivery trucks and delivery purveyors should be directed to the Operations Office at Walkway 2.

DOWN: The term used when a ride or piece of equipment is out of service due to a mechanical problem.

DRINKING FOUNTAINS: Drinking Fountains are located:

- On the Walk, near the Merry-Go-Round Ticket Booth (near Walkway 3).
- On the Walk, across from the Haunted Castle (near Walkway 4).
- On the Walk, across from the Giant Dipper.
- Under Glider #1, near the Wave Jammer.
- At Walkway 5, next to Hot Dog On A Stick.
- Near the Logger's Ticket Booth.
- By the Restroom on the second floor of Neptune's Kingdom.
- Outside of Smuggler's Arcade in Neptune's Kingdom.

EAR PLUGS: Ear Plugs may be purchased from the Operations Office. Your Supervisor can answer any questions you may have about wearing ear plugs on the job.

EMPLOYMENT OPPORTUNITIES: The Santa Cruz Seaside Company hires personnel throughout the year. All employment inquiries should be directed to the Employment Office (located in the Human Resources Complex, in the Beach Street Parking Lot) or to the Operations Office.

EXTENSION: Phone line used to make calls between stations within the company.

FIRST AID: If a Guest asks the location of First Aid, direct them to the Operations Office, at Walkway 2. If you see an emergency First Aid situation, call the Operations Office immediately (**Dial 611**) and stay on the line until an Operations person answers. Stay on the line and do not hang up until the receiving party does so.

GLASS: For our Guests safety, glass containers of any kind are never permitted on the Walk.

GROUP INFORMATION: All group inquiries are referred to the Guest Services Office, Walkway 2.

GUESTS: The friendly term we use to refer to our Customers.

LETTERS: The nearest U.S. Mailbox is located at the corner of Beach Washington, near the Wharf.

LOCKERS: Rental lockers are available near in the Casino Arcade, next to the Typhoon and inside Neptune's Kingdom.

LOCKERS - EMPLOYEE: Where locker facilities are available, you will be provided with a locker to store your personal possessions while on duty. It is expected that you keep your locker neat at all times. The Santa Cruz Seaside Company cannot be responsible for losses due to theft or carelessness. It is recommended that you provide your own lock to secure your locker. You must remove your lock at the end of your shift. A metal bar is mounted near the lockers to secure your lock when not in use. You may purchase a combination lock from the Operations Office. Employee lockers are the property of the company and are subject to periodic inspection by management, with or without prior notice or consent.

LOST AND FOUND: All lost and found inquiries should be directed to the Operations Office.

LOST CHILDREN: All lost children should be taken to the Operations Office at Walkway 2. Do not leave your station unattended to take children to Operations. Phone Operations (**01**) to have a Security Officer assist you. Parents with lost children should be directed to Operations.

OPERATIONS: A short term used to indicate the Operations Office or Operations Personnel.

OSHA - OCCUPATIONAL SAFETY AND HEALTH ACT: The Occupational Safety and Health Act was enacted to ensure safe and healthful working conditions for all workers. The Division of Occupational Safety and Health within the Department of Industrial Relations has the authority to enforce all laws and occupational standards and orders protecting worker safety and health on the job.

PAGER: A pager is a one way communication device worn on a belt (uniform), which allows Employees to "page" (send messages) to Managers, Supervisors, Leads or parties wearing a specific pager. The receiving party can be "paged" through the Operations Office or through the SCSC phone system. Your Supervisor will show you how to properly send paging messages, so they can be clearly received and understood.

PAGING: We do not have a Guest paging system, on the Boardwalk. To page your Supervisor, refer to the training given to you with regard to one-way pagers.

PAYPOINT: PayPoint Electronic Cashier stations are located at the entrance to Walkway 2 (streetside) and next to the Logger's Ticket Booth. By using their ATM card, Guests can use these self-service facilities to access up to $100.00 in Script. The Script can be redeemed for cash, food, merchandise or games at any Boardwalk Cashier. Your Supervisor will train you on the correct way to accept PayPoint Script.

PHONES: Pay phones are located:
- Near Walkway 2 (streetside).
- The entrance to Walkway 3 (streetside).
- The Pirate's Ticket booth.
- The West Lawn near the Casino Arcade.
- The front doors to the Casino Arcade.
- The Logger's ticket booth.
- Outside of the Funland Arcade.
- Several phones are located within the Cocoanut Grove Conference Facility
- Near the Restrooms on the second floor of Neptune's Kingdom.

P.O.P.: A term used for our Pay-One-Price Unlimited Ride Wristband.

PROPOSITION 65: At the entrance to every Walkway we have posted signs to comply with Proposition 65. These signs announce that detectable amounts of chemicals which are known to the State of California to cause cancer, birth defects or other reproductive harm may be found in or around this facility. It is a requirement that these signs be posted. Although titled the Safe Drinking Water and Toxic Enforcement Act of 1986, our compliance to post these signs in no way indicates there are unsafe chemicals contained drinking water found in this facility. Guests have further questions, direct them to the Operations Office where they may receive more information.

QUEUE LINE / QUEUING: Terms used for the metal railings between which Guests line up to wait.

RADIO: A Radio is a two-way radio communication unit, capable of receiving and transmitting radio messages between other radio units and/or the Operations Office base station. The Operations Manager-On-Duty, Maintenance Personnel, Area Supervisors and all Security Officers normally wear two-way radios when the park is open for operation. You may have a party "radioed" by contacting the Operations Office (01).

RADIOS (GUEST RADIOS): Guests are permitted to carry their radios, but no loud music is permitted on the Walk. Guests will be asked to turn their radios OFF when on the Walk.

REFUNDS: Any request for refunds should be directed to the Operations Office.

RELIEF: A relief person is an Employee, who has been assigned to relieve or "work" your station for you while you are taking an authorized lunch or break. You should never leave your station unattended or take a break or lunch without authorization from your Supervisor.

RESTROOMS: Guest Restrooms are located in the following locations:
- Inside the Casino Arcade
- Next to "DOWN BY THE SEA" store (between Walkway 3 & 4) Women's Restroom
- Next to Dipper Diner (near the Giant Dipper) Men's Restroom
- Down the ramp, under the Logger's Revenge
- Several restrooms are located within the Cocoanut Grove Conference Facility.
- At the entrance to River Parking Lot.
- In Neptune's Kingdom located on the second floor by the Captain's Game Deck.

ROLLERSKATES: Guests are not permitted to "rollerskate" on the Walk. Should you need assistance with "skaters," please contact Security (dial 01).

SECURITY: The Santa Cruz Seaside Company employs and trains our own force of uniformed Security Officers. To contact a Security Officer, you need only call the Operations Office (01) to have an officer radioed. If the Operations Office is closed for the day (after hours,) you may page a Security Officer by paging over the phone system. The Security pager number is 7050. Your Supervisor can train you in the proper way to use your phone to do paging.

SKATEBOARDS: Guests are not permitted to "skateboard" on the Walk. Should you need assistance with "skaters," please contact Security (dial 01).

STAFF APPOINTMENTS OR VISITORS: All Guests or Visitors looking for a particular SCSC Employee or Staff member should be directed to the Operations Office.

STAMPS: Postage Stamps are sold in our "Down By The Sea" store (near Walkway 4) and in Boardwalk Gifts located in the Casino Arcade.

STROLLERS: We do not rent Strollers at the Boardwalk. Baby backpacks are available from **Down By The Sea** store near Walkway 4.

SWEEPER: An Employee who is assigned the responsibility to keep the Boardwalk clean. Sweeping and maintaining the cleanliness of the grounds.

TICKET CAN: A locked portable metal can used to deposit torn tickets.

WALKWAY: Entrance onto Boardwalk. Each entrance is numbered and referred to when giving directions.

- Walkway 2: Location of Operations and Administrative Offices. Entrance between Pirate Ship and Beach Parking Lot.
- Walkway 3: Entrance between Jet Star and Merry-Go-Round.
- Walkway 4: Entrance between Maintenance Shop and Haunted Castle.
- Walkway 5: Entrance under Giant Dipper, across from Round-Up.
- Walkway 6: Entrance from River Parking Lot.

Should you come in contact with terms or situations that are unfamiliar to you, please contact your Supervisor for an explanation. Every question is important.

HONESTY

As a company cashier, you are responsible for large amounts of cash, tickets, expensive products and confidential company information.

To protect you and other cashiers, we have designed our systems so all cash, tickets and products are signed for as responsibility for said items changes hands. In most cases, you will be asked to sign for and account for all money, tickets, merchandise or products in which you come in contact.
We want you to be accurate in your handling of company money and property.

We are very serious about our cash handling programs. Any suspected dishonesty of any kind (whether dealing with Guest, Employee, Vendor or company property) will be dealt with severely. Any and all suspected dishonesty of any kind will result in either disciplinary action, prosecution or termination.

CLEANLINESS

Station cleanliness is a must when working around money, tickets, merchandise or food products. We ask that you strive to keep your work area clean and neat at all times. Any spare time should be spent keeping your work areas clean. Put supplies away when not in use. Always strive to present an uncluttered image to our Guests.

When using any cleaning supplies, we want you to be aware that it is a OSHA (Occupational Safety and Health Administration) requirement that all chemicals be kept in (and used from) their original, marked containers, unless appropriate labeling is provided for the new container. These containers should be labeled, by the manufacturer, with the name of the hazardous chemical(s), any physical and/or health hazards, protective measures and emergency first aid procedures. If you encounter unmarked containers, please contact your Supervisor. Santa Cruz Seaside Company will provide additional labeling on improperly marked containers.

We also insist that you do not mark, stamp, tape or cut tables, counters, chairs or any other company property, within your work area. Such disregard for company property could result in disciplinary action.

Keeping your area neat and clean will improve your work efficiency and present a professional image to our Guests.

CLOSING REMINDERS

You're in a phase of show business where your work has to be fun if you are to perform it effectively. In your role as an Arcade Operator, you must be a "people specialist". Your work begins and ends with people. Your Guests comprise your "audience". Remember your five basic skills:

SAFETY.....Guest protection...is the foundation of the Arcade.

PRESENTATION.....is essential in your work and you are a showperson.

COURTESY.....is a "way of life" in our amusement wonderland.

CLEANLINESS.....is a Boardwalk trademark...do your part to preserve our fine reputation.

CAPACITY.....its proper use reduces waiting time and makes for Guest enjoyment and fun!

IMPORTANT NOTE

This guide is intended as a training aid for your position. It does not create a contract and should not be substituted for an official job description. The contents and procedures included in this guide may be altered either in practice or writing, at any time, with or without notice, for any reason. Upon reading this complete guide, please return it to your immediate Supervisor.

Santa Cruz Seaside Company

ARCADE OPERATOR'S GUIDE

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